GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:4055
ANSWERED ON:03.05.2007
SUPPLY OF STALE FOOD IN TRAINS
Prabhu Shri Suresh Prabhakar

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways are aware of the supply of stale food in trains as appeared in the Navbharat Times dated April 19, 2007;

(b) if so, the facts of the matter reported therein and the action taken in the matter;

(c) the number of such cases which came to the notice of the Railways during the last one year ;

(d) the action taken in each case ; and

(e) the corrective measures taken by the Railways to provide good quality food to the passengers ?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU)

(a): Yes, Sir.

(b): There had been no complaint of serving stale food in this train. Catering services have been appreciated as per feedback received from the passengers.

(c): Indian Railway Catering and Tourism Corporation (IRCTC) managing catering services in trains, has received a total of 1327 complaints during April 2006 to February 2007 for various deficiencies in service.

(d): Corrective action like warning, counseling, levying fines, termination of license etc. are taken against licensee operated catering units. Four major contracts have been terminated and in 828 cases fines have been imposed.

(e): Corrective measures like strengthening of quality control and inspection systems, strict maintenance of hygiene and cleanliness, Indian Standard Organisation (ISO) certification, food audit etc. have been taken.